



JOB DESCRIPTION

Job Title: Patient Registration Clerk
Department: Physician Practices
Reports To: Practice Director
FLSA Status: Non-Exempt

SUMMARY OF JOB:

Manages incoming and outgoing phone calls, registers and screens patients and visitors, and maintains patient information by performing the following duties in accordance with Community Hospital and Physician Practices policies and procedures.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

Communicates the admitting process to the patients of the practice.

Contacts interpreters as requested. Includes language and hearing impaired interpreters as well as use of TTY (text telephone) equipment. Disbursement of specialized equipment as needed.

Put schedule updates into the computer.

Interviews patient or representative to obtain and record in computer the patient name, address, age, persons to notify in case of emergency, attending Physician, and individual or insurance company responsible for payment of bill.

Assembles patient forms for scheduled appointments including super bill, consent, authorization, and physical forms; verifies accurate and current patient information.

Checks insurance and payment eligibility in computer system and/or using online tools to ensure correct and accurate data is collected.

Schedules appointments and records all information in patient charts.

Prepares daily appointment schedules for the practices as applicable.

Explains clinic regulations/policies such as payment of accounts and schedule of charges.

Obtains signed statement/forms from patient to protect clinic's interests.

Receive, post and track all payments on accounts and collect initial payment based on co-pay or deductible amounts according to insurance eligibility portal data.

Completes administrative functions for the clinic as assigned by the Practice Administrator.

Processes incoming and outgoing calls efficiently, politely, and as quickly as possible.

Documents all phone messages in regards to patients given and received in the EHR.

Complete all scanning of patient information, lab results, correspondence in patient files and filing charts as necessary.

Prepares other accounting documents or reconciliations as requested by the Practice Administrator.

Responsible for insuring that all equipment is turned off and doors are locked at the end of the day.

Attend regular department meetings.

Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent with at least one (1) year of customer service experience; training in a medical practice preferred
OR
equivalent combination of education and experience.

SPECIAL KNOWLEDGE:

Knowledge of medical terminology preferred.

LANGUAGE SKILLS:

Must be able to read and write English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of supervisors, patients, patient's family and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral,

diagram, or schedule form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

- Attends annual compliance and privacy training.
- Responsible for complying with all federal, state and local rules and regulations.
- Must comply with the Code of Conduct Guide.
- Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.
- Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date